

MEMO



**To : ADMINISTRATION COMMITTEE
BISMARCK OBANDO, CHAIR
ARDY KASSAKHIAN, MEMBER**

Date: October 15, 2018

**From : DAWN KINDEL
EUGENE OHTA**

Subject: ANNUAL UPDATE CONCERNING THE USE OF THE BOARD'S WEBSITE

The Board has requested an annual update concerning the use of its website.

On September 26, 2018, the Department of Motor Vehicles (DMV) launched a “new look” website for the Board. This launch was the culmination of many months of work by Board staff along with staff from DMV’s on-line publishing branch. The layout of the site has changed markedly, but contains the same content as before. The new format affords visitors using assistive devices such as screen readers or magnification software a more efficient way to find information and use the site. Front and center on the home page is the Consumer Mediation Services Program. Since this program consistently gets a high number of visitors, it made sense to place information regarding it in a prominent location for easier access.

The genesis of the “new look” launch is AB 434, which requires all departments to certify their websites as accessible by July 1, 2019. The Board is on schedule to meet that deadline.

Over the next few months, Board staff will be converting all PDF documents on the site, including forms, samples and board decisions to fully accessible documents. Staff are also working with DMV to improve the functionality of the Mediation Request Form and allow consumers to attach documents to the form such as repair orders and contracts.

The chart below shows a comparison of the top 10 pages that were viewed during visits to the website during fiscal year’s 2016/2017 and 2017/2018.

	Website Pages	2016/2017 Annual Hits		Website Pages	2017/2018 Annual Hits
1	Home Page	14,910		Home Page	14,658
2	Mediation	2,989		Mediation	3,163
3	Search	2,340		Search	2,349
4	Forms	1,114		Meetings and Agendas	1,479
5	Meetings and Agendas	877		Board Members	1,185
6	Mar. 2017 Board meeting	779		Form Samples	1,112
7	Protests	762		Protests	989
8	Statutes	751		Statutes	759
9	Board Members	717		Jan. 24, 2018 Board meeting	611
10	Protest Decisions	648		May 18, 2017 Board meeting	605

This matter is for information only. If you have any comments or questions, please contact Dawn at (916) 323-7201.

cc: Ramon Alvarez C., President